POSITION TITLE: SUD Access Support Specialist

QUALIFICATIONS: Required: High school diploma or GED equivalent. Preference will be given to those with a college degree or technical school certification. One to three years related experience in an administrative field.

Other Requirements: Excellent written and verbal communication skills to interact with staff, providers, and the public. Capacity for dealing sensitively with consumers of varying social and economic, educational, racial, and ethnic backgrounds, personnel from all agencies, and the public. The ability to learn, understand and maintain financial information, insurance policies, coverage, and benefits. Experience in general office practices, ability to type and/or data entry skills. Skilled in organization, time management and multitasking.

STATUS/HOURS: Competitive Wage, plus full-time benefits. Regular full-time/80 hours biweekly

SALARY RANGE: $32,762.46 to $44,417.00. Starting salary will be determined based on education, experience, and certification(s).

LOCATION: Marquette, Michigan

NorthCare Network is a Specialty Prepaid Inpatient Health Plan (PIHP) located in Marquette, Michigan and is responsible for the management and service array available to residents of Michigan’s Upper Peninsula with behavioral health needs covered by Michigan Medicaid and specialty grants for substance use disorder services.

RESPONSIBILITIES INCLUDE: Under the supervision of the NorthCare SUD Clinical Director, this position performs a variety of clinical and/or clerical support tasks including, but not limited to, interviewing consumers by phone, and collecting information necessary to determine funding eligibility, providing referral information, scheduling consumers, designing/completing spreadsheets, informational documents, and managing/maintaining consumer electronic medical records. This position is responsible for ensuring quality customer services are provided. Primary duties are to provide information to consumers requesting access to the NorthCare Substance Use Disorder Services (SUD) usually by telephone. The SUD Access Specialist will have knowledge of priority population criteria, Coordination of Benefits, MI Child, Medicaid/Block Grant, Healthy Michigan, MI Health Link funding requirements and Third-Party Insurance Coverage. Have a thorough knowledge of the regional resources to which a caller may be referred. Work with substance use disorder providers to ensure referral sources are accurate and current.

Send a cover letter and resume to: Attn: Human Resources

NorthCare Network

1230 Wilson Street

Marquette, MI 49855

Email: [hr@northcarenetwork.org](mailto:hr@northcarenetwork.org)

Deadline to apply: Until position is filled.

NOTICE TO APPLICANTS: Any offer of employment is contingent on a criminal background check, primary source verifications, exclusion, and reference checks. An Equal Opportunity Employer.